

OPA DATABASE GUIDE

ONLINE 340B CHANGE REQUEST FOR PUBLIC USERS

AUGUST 2012 VERSION 4.2



CONTENTS

340B Online Change Request	1
Helpful Tips for Submitting an Online Change Request	1
Change Request Search	2
Selecting a Covered Entity	3
Change Request Search Results	3
340B Change Request	4
Updating CE Details Fields	4
Updating Covered Entity Address Fields	5
Adding Multiple Shipping Addresses	6
Updating Medicaid Billing Information	7
Updating Primary Contact Fields	8
Canceling Change Request	9
Submitting Change Request	9
Authorizing and Submitting	10
Change Request Confirmation	11
Requestor/Primary Contact Confirmation Email Notification	11
Authorizing Official Verify Online Email Notification	12
Change Request – Day 1 thru 15	13
Change Request – Day 16	13
Canceling Submitted Change Request	14
Approval Online CR Email Notification	15
Reject Online Email Notification	16
Viewing CE Details After CR Approval	16
Paper 340B Change Form	17



340B ONLINE CHANGE REQUEST

Objectives:

- Submitting 340B Online Change Request
- Authorizing Official Accepting / Canceling Online Change Request
- Viewing Email Notifications for Approved / Rejected Online Change Requests
- Viewing Covered Entity Details with Approved Changes

SUBMITTING ONLINE 340B CHANGE REQUEST

Helpful Tips for Submitting an Online Change Request



Online change request submission is now an automated process. There is no way to save a change request once it has been initiated. Change request must be completed during the same browser session.



Change request can *only* be submitted for Covered Entities that are actively participating in the HRSA OPA 340B Program. This includes Covered Entities with a future participating start date.



Change Requests **cannot** be submitted for:

- Covered Entity that has been terminated and no longer participating in 340B Program.
- Covered Entity has a Change Request pending OPA approval.
- Covered Entity undergoing Recertification and OPA review.
- Request to update Authorizing Official information (use paper form).
- Request to terminate a Covered Entity (use paper form).



DETAILS

EXAMPLE

Change Request Search

 Click the Submit Change Request link on the HRSA OPA 340B Homepage and the Change Request Search Criteria screen displays.

2. Enter a 340B ID in the 340B ID field.

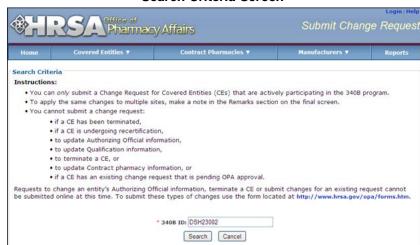


A partial 340B ID must consist of at least four (4) alphanumeric characters. An error message displays if less than four characters are entered.

- Search screen provides instructions on submitting a change request.
- 3. Click the Search button and applicable search results displays.



Search Criteria Screen





DETAILS

EXAMPLE

Selecting a Covered Entity

- Click the radio button for the applicable Covered Entity.
- 2. Click the Continue button and the 340B Change Request displays.

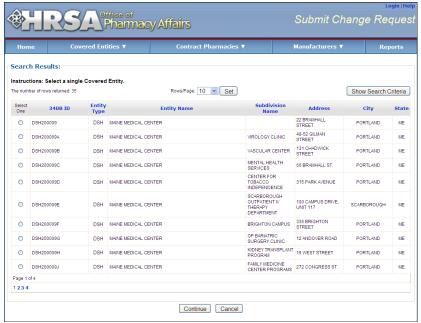
Change Request Search Results

 Change Request Search Results screen only displays if entering a partial 340B ID and at least two matching Covered Entity records display.

When an exact 340B ID is entered and results in only one record, this step is omitted from the process and the user is navigated directly to change request.

- Search results table displays information pertaining to the Covered Entities for: 340B ID, Entity Name, Subdivision Name, Address, City and State.
- Information displays in ascending order by 340B IDs. Click on any column heading and the information is sorted in descending order.
- Only one Covered Entity can be selected.

Search Results



- Default Row/Page setting is 10 records.
- To view more records, select from the Rows/Page dropdown and click Set button or place cursor on each page to view applicable Covered Entities.
- Show Search Criteria button displays the CR Search screen.
- Hide Filter Criteria button hides the CR Search screen.



DETAILS

340B Change Request

Details section is the default view for the change request.

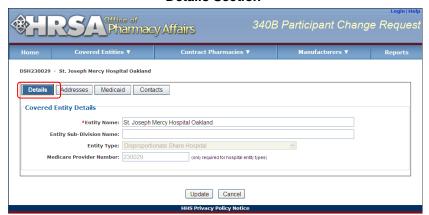
- To change information, click in the applicable field to make updates.
- Required fields are indicated with an * asterisk.
- Grayed-out fields cannot be edited.
- Change request displays in sections, click on tabs to navigate from section-to-section.
- System returns an error message prior to navigating to next section when:
 - A required field is omitted.
 - Incorrect information is entered.
- Click update when all changes are complete.

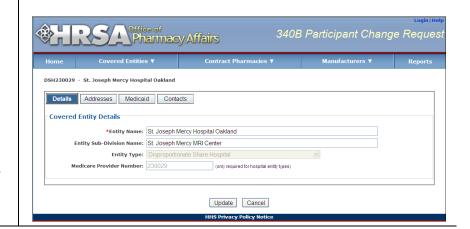
Updating CE Details Fields

- **1.** Enter information in fields to be updated.
- 2. Click any tab to continue updating.
- 3. Click the Update button when all updates are completed.

EXAMPLE

Details Section







SUBMITTING ONLINE 340B CHANGE REQUEST DETAILS EXAMPLE Address Section Updating Covered Entity Address Fields 340B Participant Change Reques 1. Enter applicable address information. 2. Click any tab to continue Details Addresses Medicaid Contacts updating. Covered Entity Address Update 3. Click the Main Address (PO Box Not Allowed) *Address Line 1: 44405 Woodward Ave when all updates are completed. *City: Pontiac *State: Michigan *zip: 48341 Billing Address Same as Main Update Cancel **Addresses** section contains main, billing and shipping addresses for the Covered Entity. Billing and Shipping Address can be designated same as Main Address. Multiple Shipping Addresses can be added. Existing information can be changed for Main Address, Billing Address and Shipping Addresses. Existing information for Shipping Addresses can be deleted. Unselecting the checkboxes \Box for Billing and/or Shipping Address expands the section and allows alternate addresses to be entered.



SUBMITTING ONLINE 340B CHANGE REQUEST DETAILS EXAMPLE Adding Multiple Shipping 340B Participant Change Reques Addresses DSH230029 - St. Joseph Mercy Hospital Oakland 1. Click the Add button to add a Details Addresses Medicaid Contacts new Shipping Address, and the applicable fields display. Main Address (PO Box Not Allowed) *Address Line 1: 44405 Woodward Ave Address Line 2: Suite 100 2. Enter the applicable address *city: Pontiac information. *State: Michigan *zip: 48341 Billing Address Same as Main 3. Click the Continue button and Shipping Address Same as Main Shipping Address (PO Box Not Allowed) Add the shipping address is added. Update Cancel DSH230029 - St. Joseph Mercy Hospital Oakland Edit button next to the applicable shipping address allows edits to Details Addresses Medicaid Contacts be made to the address. Covered Entity Address Main Address (PO Box Not Allowed) *Address Line 1: 44405 Woodward Ave Delete button next to the Address Line 2: Suite 100 *City: Pontiac applicable shipping address *State: Michigan deletes the address. *Zip: 48341 Billing Address Same as Main Shipping Address Same as Main Shipping Address (PO Box Not Allowed) Shipping Address 2 St. Joseph MRI Center 8902 Jefferson Place Detroit, MI 49302 Shipping Address 1

ng Address 1 St. Joseph Mercy Hospital 5509 Second Street Pontiac, MI 48344



SUBMITTING ONLINE 340B CHANGE REQUEST DETAILS EXAMPLE Medicaid Billing Section **Updating Medicaid Billing** Information 1. Select Yes radio button to add a new Medicaid or NPI number. DSH230029 - St. Joseph Mercy Hospital Oakland Details Addresses Medicaid Contacts Medicaid Billing Information ou must answer the following question regarding Medicaid Billing: Update Cancel **Medicaid Billing Information** 2. Click the Add button for You must answer the following question regarding Medicaid Billing: Medicaid and/or NPI Number section, and section expands. Information can be added for both sections. Medicaid Number Medicaid Number includes State field. Medicaid Number State NPI consists of 10 numbers. 50926 Insert Cancel 3. Enter information. Medicaid Number 4. Click the button and 50926 information is added. Cancel Click the button to NPI Number remove. Click the button to edit NPI Number Medicaid or NPI numbers. 1847366056 Delete button to Click the NPI Number delete Medicaid or NPI numbers. 5. Click any tab to continue updating, if applicable or click Update button when all updates are completed.



DETAILS

Updating Primary Contact Fields

- **1.** Enter applicable information to be changed.
- Click any tab to continue updating.
- 3. Click the Update button when all updates are completed.
- All fields are required.
- Only the Primary Contact information for the Covered Entity can be changed.
- Email addresses are proprietary information and are not displayed for viewing.
- When an existing email address exists for the Primary Contact, the field displays as:
 *********@*****
- If no email address exists, the field is blank, and a new email address must be entered.

EXAMPLE

Contacts Section







SUBMITTING ONLINE 340B CHANGE REQUEST DETAILS EXAMPLE Cancel Window Canceling Change Request Message from webpage Cancelled change requests are not saved to the 340B database and cannot be retrieved for Any unsaved changes may be lost. Are you sure you want to cancel? future use. OK Cancel Change request can be canceled anytime throughout the submission process. 1. Click the Cancel button and a pop-up window displays. OK 2. Click the button and the change request submission is discontinued and user returns to the HRSA OPA 340B Homepage. Click the Cancel button to continue editing the change request. **Update Window** Submitting Change Request Message from webpage Update 1. Click the button Have you completed all of your changes to this entity? Click OK to proceed, or cancel to request additional changes. when all changes are completed. 2. Message window displays asking if all changes have been made. OK 3. Click the button to complete the submission. Cancel Click the button to continue editing the change request.



DETAILS

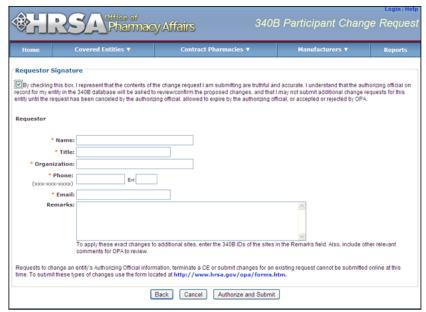
EXAMPLE

Authorizing and Submitting

Click the Update button and the Authorize and Submit screen displays.

- 2. Click the signature checkbox. This is a required field.
- Enter applicable Requestor contact information.
- 4. Click Authorize and Submit button and the Confirmation screen displays. This step validates information and changes the status of the change request to "Submitted".
- Change request cannot be submitted unless the checkbox
 for Requestor Signature is indicated.
- Remarks field provides format to request same exact changes be applied to additional sites; including the relevant 340B IDs for each site.
- Email notifications are sent summarizing the changes.
- Back button allows users to go back and make additional changes prior to submitting.
- Cancel button cancels the change request.

Authorize and Submit Screen



Requestor	
* Name:	Jane Moore
* Title:	Please enter Requester Title.
* Organization:	St. Joseph Mercy Heartplex
* Phone: (xxx-xxx-xxxx)	456-893-9090 Est 1278
* Email:	JaneMoore@xyz.com
Remarks:	Please apply these changes to DSH230029A
	To apply these exact changes to additional sites, enter the 340B IDs of the sites in the Remarks field. Also, include other relevant comments for OPA to review.

Requestor	
* Name:	Jane Moore
* Title:	Administrator
_	St. Joseph Mercy Heartplex
* Phone: (xxx-xxx-xxxx)	456-893-9090 Ext 1278
(***-****)	JaneMoore@xyz.com
	Please apply these changes to DSH230029A
	The state of the s
	v
	To apply these exact changes to additional sites, enter the 340B IDs of the sites in the Remarks field. Also, include other relevant comments for OPA to review.



DETAILS EXAMPLE

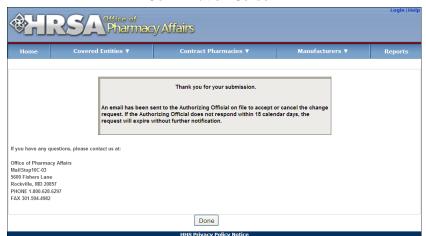
Change Request Confirmation

- Confirmation screen provides acknowledgement that the change request is completed.
- Done button navigates user back to HRSA OPA 340B Homepage.

Requestor/Primary Contact Confirmation Email Notification

- Requestor receives an email notification, along with the Primary Contact.
- If Primary Contact is changed, then both existing and new Primary Contacts receive an email notification.
- Email notification includes the Value Before Change and Value After Change for every field requested to change.

Confirmation Screen



Email Notification Acknowledgement

```
From: OPAstaff@hrsa.gov [mailto:OPAstaff@hrsa.gov]
Sent: Monday, July 16, 2012 12:19 PM
To: Jane.moore@xyz.com; cwhitefield@abc.com; dkalis@zzz.com
Subject: Confirmation of online 340B Change Request submission [DSH230029]
HRSA's Office of Pharmacy Affairs has received an online change request
regarding DSH230029 - St. Joseph Mercy Hospital Oakland at 44405 Woodward
Ave, Pontiac, MI 48341.
The following fields have been modified:
Entity Subdivision Name
     Value Before Change:
     Value After Change: St. Joseph Mercy MRI Center
Main Address Line 2
     Value Before Change:
     Value After Change: Suite 100
Primary Contact Name
     Value Before Change: David Kalis
     Value After Change: Caryn Gross
Primary Contact Email
     Value Before Change: *******@****.***
     Value After Change: <a href="mailto:cwhitefield@abc.com">cwhitefield@abc.com</a>
Shipping Address #1
     Shipping Address Organization
          Value Before Change:
          Value After Change: St. Joseph Mercy Hospital
     Shipping Address Line 1
           Value Before Change:
          Value After Change: 5509 Second Street
     Shipping Address City
           Value Before Change:
           Value After Change:
                                 Pontiac
```



SUBMITTING ONLINE 340B CHANGE REQUEST DETAILS EXAMPLE

Authorizing Official Verify Online Email Notification

- Authorizing Official on record in the 340B database receives an email notification.
- Email provides:
 - Authorizing Official with instructions on accepting and submitting change request.
 - Value Before Change and Value After Change for every field requested change.
 - A link that the Authorizing
 Official must click in order to
 proceed to accept or cancel
 the change request.
- Authorizing Official has 15calendar days to accept or cancel change request.
- On calendar day-16, if no action is taken, then system automatically cancels the change request.
- No new change requests can be submitted for Covered Entity during the 15-day timeframe.

Authorizing Official Email Notification

```
Request to verify online 340B Change Request [DSH230029]
  Instructions: As the Authorizing Official on file for this entity in HRSA's 3408 Drug Pricing Program database, you have 15 calendar days to accept or cancel the change request. On the 16th day, the request will automatically expire. No additional change requests for this entity can be submitted until this request expires or has been approved by the Office of Pharmacy Affairs.
  This is to notify you that a change request has been submitted to OPA regarding DSH230029 - St. Joseph Mercy Hospital Oakland at 44405 Wood Ave, Pontiac, MI 48341.
    The following fields have been modified:
  Entity Subdivision Name
Value Before Change:
Value After Change: St. Joseph Mercy MRI Center
  Main Address Line 2
Value Before Change:
Value After Change: Suite 100
  Primary Contact Name
Value Before Change: David Kalis
Value After Change: Caryn Gross
  Primary Contact Email
Value Before Change: dkalis@zzz.com
Value After Change: cwhitefield@abc.com
  Shipping Address #1
Shipping Address Organization
Value Before Change:
Value After Change: St. Joseph Mercy Hospital
            Shipping Address Line 1
Value Before Change:
Value After Change: 5509 Second Street
            Shipping Address City
Value Before Change:
Value After Change: Pontiac
            Shipping Address State
Value Before Change:
Value After Change: MI
            Shipping Address Zip
Value Before Change:
Value After Change: 48344
   Shipping Address #2
Shipping Address Organization
Value Before Change:
Value After Change: St. Joseph MRI Center
            Shipping Address Line 1
Value Before Change:
Value After Change: 8902 Jefferson Place
            Shipping Address City
Value Before Change:
Value After Change: Detroit
             Shipping Address State
Value Before Change:
Value After Change: MI
            Shipping Address Zip
Value Before Change:
Value After Change: 49302
   Medicaid Number #1
Medicaid Number
Value Before Change:
Value After Change: 50926
            Medicaid State
Value Before Change:
Value After Change: MI
  NPI Number #1

NPI Number

Value Before Change:

Value After Change: 1847366056
   This change request was submitted by:
           Name: Jane Moore
           Title: Administrator
Organization: 5t. Joseph Mercy Heartplex
Phone: 456-893-9090 x 1278
           Phone: 456-893-9090 x 12/8
Email: <u>JaneMoore@xyz.com</u>
Remarks: Please apply these changes to DSH230029A
        accept or cancel this change request, click here:
tp://opatest.primescapesolutions.net/OPA Mod Test/CROfficialAcceptance.a
        <u>x2</u>
MINGE REQUEST ID-668HASH CODE-d9fb48c41b636d5d67a@eb758923dab1b9bd9538877
cb7a<u>3</u>df7<u>26ff26ff63d4466</u>0d6e6730dd333db5bd9b3671dd3d5fcd4dd96dee68acc325c1c
  If there are any errors or modifications, please report them to us immediately so that we may correct the record. Please reference your 348B ID number in the communication.
 Office of Pharmacy Affairs
5600 Fishers Lane, Mail Stop 10C-03
Rockville, MD 20857
1-800-628-6297
Email: opastaffghrsa.gov
```



DETAILS

Change Request - Day 1 thru 15

- Click the link in the Authorizing Official email and the Accept / Cancel screen displays.
- 2. Click the Accept button and message displays that change request has been submitted to OPA for review and approval. The status of change request is changed to "Accepted".
- 3. Click the Close button and return to the HRSA OPA 340B Homepage.

Once the user has accepted or cancelled the change request, clicking on the buttons more than once displays a message stating that the specific change request has been submitted or is no longer eligible for submission.

Change Request - Day 16

- If the Authorizing Official clicks the Accept button on calendar day 16, a message displays that change request is either no longer eligible for submission or has already been submitted.
- Change requests that are more than 16 days old, will be cancelled and cannot be submitted to OPA for approval.

EXAMPLE

Accept / Cancel Change Request



Accept Change Request





Day 16 Message





SUBMITTING ONLINE 340B CHANGE REQUEST DETAILS EXAMPLE Cancel Change Request Canceling Submitted Change Request Pharmacy Affairs 1. Click the link in the Authorizing Official email and the Accept / Cancel screen displays. 340B ID: DSH230029 St. Joseph Mercy Hospital Oakland Click the Accept button to accept this Change Request Submission. 2. Click the Cancel button and Click the Cancel button to permanently delete the Change Request Submission message displays that change NOTE: Change requests cannot be partially accepted at this time. If you are unwilling or unable to accept certain changes, you must cancel the entire request and work with the submitter on a resubmission. request will be cancelled and cannot be sent to OPA at a later date. OK Click the button to This Change Request will be cancelled. All submitted changes will be deleted and cannot be sent to OPA at a later date. Do you want to continue proceed to cancel the change OK Cancel request submission. Cancel Click the button to Change Request Official Acceptanc stop the cancellation. 340B ID: DSH230029A St. Joseph Mercy Hospital Oakland This change request has been cancelled and was not submitted to OPA An email notification is sent Cancellation of online 340B Change Request [DSH230029] confirming the cancellation of the OPAstaff@hrsa.gov change request. Sent: Mon 7/23/2012 8:18 AM To: tsmith@healthplex.com James Cooper The Authorizing Official for this entity has cancelled this Change Request. The Office of Pharmacy Affairs will have not received any information on this request, as a result of it being cancelled.



SUBMITTING ONLINE 340B CHANGE REQUEST DETAILS EXAMPLE

Approval Online CR Email Notification

- When OPA reviews and approves the change request, then Approval of online 340B Change Request is emailed.
- Authorizing Official, Primacy Contact, and Requestor receive the email notification containing the approved before and after values for all fields updated.

Approval of Online CR

```
Approval of online 3408 Change Request [DSH230029]
OPAstaff@hrsa.gov
       Tue 7:24:2012 10:06 AM
       Daniel Hanson, jwhite@zzyyws org
       Jerry Smith
 HRSA's Office of Pharmacy Affairs has approved your online 3485 change
request regarding DSH230029 - St. Joseph Mercy Hospital Oakland, St.
Joseph Mercy MRI Center at 44405 Woodward Ave, Pontiac, MI 48341.
  The following fields have been modified:
  Entity Subdivision Name
          Value Before Change:
Value After Change: St. Joseph Mercy MMI Center
 Main Address Line 2
Value Before Change:
Value After Change:
  Primary Contact Name
           Value Before Change: David Kalis
Value After Change: David Kalis
  Primary Contact Email
          Value Sefore Change: Value After Change:
          ping Address Organization
Value Before Change:
Value After Change: St. Joseph Mercy Mospital
        Shipping Address Line 1
                  Value Before Change:
Value After Change: 5509 Second Street
        Shipping Address City
Value Before Change:
Value After Change: Pontiac
         Shipping Address State
Value Before Change:
Value After Change: HI
         Shipping Address Zip
Value Before Change:
Value After Change: 48344
 Shipping Address #2
Shipping Address Organization
Value Defore Change:
Value After Change: St. Joseph MRI Center
        Shipping Address Line 1
Value Before Change:
Value After Change: 8982 Jefferson Place
        Shipping Address City
                  Value Before Change:
Value After Change: Pontiac
        Shipping Address State
Value Before Change:
Value After Change: HI
        Shipping Address Zip
Value Before Change:
Value After Change: 48344
 Medicaid Number #1
Medicaid Number
Value Before Change:
Value After Change:
          Medicaid State
Value Before Change:
Value After Change:
 NPI Number #1
NPI Number
Value Before Change:
Value After Change: 1847366856
  If you have any questions pertaining to this information, please contact us at:
  Office of Pharmacy Affairs
5600 Fishers Lane, Mail Stop
Rockville, MD 20857
1-800-628-6297
```



SUBMITTING ONLINE 340B CHANGE REQUEST DETAILS EXAMPLE

Reject Online Email Notification

- When OPA reviews and rejects change request, then Rejection of online 340B Change Request is emailed.
- Authorizing Official, Primacy Contact, and Requestor receive the email notification containing the name, 340BID, address, subdivision name (if applicable), and date change request was submitted.

Viewing CE Details After CR Approval

- To view OPA "approved" updates to covered entity, access the CE Details record for a specific covered entity and view each tab.
- History section details all approved changes as "Updates". All change request updates are labeled as "Event = Update".

Rejection of Online 340B Change Request



CE Details After Approved Changes



History Section





Paper 340B Change Form

 The paper copy of the 340B Participant Change Form is available to request changes for:

DETAILS

- Authorizing Official contact information
- Covered Entity termination



Submit all other changes request to OPA using the online system.

- Click Forms link under Useful Links section and the Forms screen displays.
- Click on the 340B Participant Change Form link and the form displays.
- Fill in the applicable fields and email to OPA at: opastaff@hrsa.gov.



